

# The Proline Pulse

COMMUNITY EDITION

## In this Issue:

News.....2  
 Industry Insights.....3  
 Learning Station .....4  
 Community Corner .....5  
 Bouquets & Such.....7  
 The Heart of the Business  
 What to Do .....8

## Contact Us:

Email: [proline@prolinemanagement.com](mailto:proline@prolinemanagement.com)

Website: [www.prolinemanagement.com](http://www.prolinemanagement.com)

*“What should young people do with their lives today? Many things, obviously. But the most daring thing is to create stable communities in which the terrible disease of loneliness can be cured.”*  
 – Kurt Vonnegut

## Book Club, By Kathryn Squires Basson

We have a Book Club here at Proline. Many people read the books, many people read a chapter or two, many people don't even crack the book. No matter how much of the book we actually read, though, at the quarterly Book Club lunch everyone fully participates in the discussion. While you might think the dialogue would suffer due to the various levels of investment, it consistently surprises and delights. We end up having soul searching, insightful and often comedic conversations, because the point of the Book Club isn't to regurgitate information or insights. It's to examine ideas, ask questions, find insights and get to know each other better in the process. We could beat ourselves up for failing to finish the book, but instead we celebrate this communal experience, accepting our 'failure' as a different success.

Speaking of communal experiences, we recently held our first in person client event in years. Our event space was filled with conversation and laughter as we created the intangible, amorphous fabric of community. As Oliver Burkeman notes in his book *Four Thousand Weeks* (our next book club book), each of these small interactions is “one of those delicate social threads that, multiplied thousands of times, bind a neighbourhood together.” Whether we live in Oak Bay or Langford, or connect over a book or window washing, we define and support our communities with every interaction. Thank you for creating community with us!



# News

## LandlordBC Advocacy Update: Important Changes to Personal Use Notice Period

On August 1st, 2024, the Housing Minister, the Honourable Ravi Kalon, announced amendments to the Residential Tenancy Regulation, adjusting the notice period when issuing a notice to end tenancy due to the sale of the property for personal use by the purchaser from four months to three months. This change is aimed to address the needs of landlords selling their properties and purchasers, notably first-time homebuyers.

The original four-month notice period presented significant challenges, particularly for first-time buyers under Canada Mortgage and Housing Corporation (CMHC) programs, which necessitate property vacancy upon possession. The mismatch between mortgage commitments and notice periods also posed potential disqualification risks for financing.

Landlords who plan to move into the rental property themselves, or have a close family member move in, will still need to give tenants four months' notice.

### 2025 RENT INCREASE

B.C.'s maximum allowable rent increase amount for 2025 is being set at 3%, tied to inflation. This increase cannot take effect prior to Jan. 1, 2025. If landlords choose to increase rent, they must provide a full three months' notice to tenants using the correct notice of rent increase form. Landlords can now start distributing the three months' notice of rent increase to their tenants to take effect on January 1, 2025.

#### Notice served

On or before September 30, 2024\*



#### Effective

January 1, 2025

On or before October 31, 2024\*



February 1, 2025

On or before November 30, 2024\*



March 1, 2025

\*If served in person. Please refer to correct method of service to account for any delays.

LANDLORDBC

www.landlordbc.ca

### Proline Burnside Office Update

As you know, since July our Burnside office has been open to the public by appointment only. We have continuously monitored the impacts of this change on our team and clients, as promised, and have confirmed that the many benefits of the change, including positive impacts on service levels and staffing, reinforce our decision to continue the current arrangement.

### New BC Hydro Rebates

New rebates and supports were introduced in September 2024 through the Multi-Unit Residential Building Retrofit Program, offered in partnership by BC Hydro and the Government of BC.

Items available for rebates include equipment upgrades, solar batteries and panels and EV charging infrastructure. Find more details on BC Hydro's website here: [Multi-Unit Residential Rebates](#).

## Industry Insights

### FAQs about Snow Removal from Victoria Snowplow

#### 1. Why is the snowplow operator driving so quickly down my street?

It might seem that snowplows are moving too fast for the conditions. However, they typically drive at around 30 km/hr. to efficiently clear snow and ice. The loud noise from the plow, flashing lights, and the sight of snow being discharged can create an optical illusion, making it appear as though they are speeding.

#### 2. Why do some streets have less snow and ice when plowing is done?

Snow and ice removal plans aim to provide consistent service, but some residential streets may end up clearer than others due to various factors. Key influences include:

- The timing of plowing during a snowstorm;
- The volume of traffic on the road before and after plowing;
- Pavement temperatures that affect snow melting and
- The type and condition of the pavement surface.

#### 3. What are the white or wet lines on the streets in the winter?

The white or wet lines you see are salt brine applied before a forecasted storm to prevent snow and ice from bonding to the pavement. This process is called anti-icing. It is cost-effective and environmentally friendly, as it reduces the time needed to clear roads after a storm and requires much less de-icing material.

#### 4. Why are we salting when it's 2 degrees and no ice is visible?

We have two main reasons:

1—Our goal is to be proactive, ensuring safe sidewalks and roads before any snow or ice forms. Pre-salting helps reduce snow and ice accumulation, creating a quicker path to a hazard-free environment.

2—Even if the air temperature is 2 degrees, ground temperatures are typically 3-5 degrees lower. Our team uses live thermal readers and advanced weather apps to keep you and your property safe throughout the winter season.



## Learning Station

### The Proline Academy Update



We're back! We held our first in-person client event on October 24th, a Meet & Mingle for council members and industry experts. Attendees had the opportunity to chat with and learn from each other in a relaxed, friendly environment. The only challenge was that there was so much conversation, it was sometimes a bit hard to hear only one conversation! Thank you so much to everyone who came out and made the evening a resounding success, including House of Boateng which provided delicious food and drink. We've received fantastic feedback and look forward to creating more in-person opportunities to facilitate connections with and for our community members.

In the meantime, we will be back on Zoom in November for another Academy Lunch & Learn. Till then, you can access previous sessions on our [YouTube channel](#). If you have any ideas or requests, for future sessions, please reach out to Kathryn at [kathryn@prolinemanagement.com](mailto:kathryn@prolinemanagement.com).

### CHOA—Fall Education Program



CHOA is currently offering its Fall Education Program through live Zoom webinars. Topics include *Getting Your General Meetings Right* – the sequence from planning, notice, procedures and minutes and *Depreciation Reports*. Sessions are offered on November 7th and 14th and Zoom sessions are not recorded, so get your registration in soon! For more information, go to: <https://choa.bc.ca/seminars/>.



### Hey Neighbour Collective News

The [Hey Neighbour Collective](#) is a multi-stakeholder collective based in BC that is building community, social connectedness and resilience in multi-unit housing communities. Here's some of their latest news:

#### ***Neighbours Helping Neighbours' builds relationships that foster mutual support***

*Everyone appreciates having a neighbour they can easily ask for a simple favour or whom they can call on in an emergency. Neighbours are always close by, and so they are uniquely positioned to create communities of mutual support!*

*Unfortunately, neighbours often don't know each other well enough to feel comfortable reaching out. Neighbours Helping Neighbours is a collaborative initiative that brings neighbours together to meet, do fun activities, and learn about simple ways they can look out for and assist one another.*

*Learn more about Neighbours Helping Neighbours through our [interview](#) with program coordinator Molly Rose.*

### VISOA Bulletin

The [August VISOA Bulletin](#) includes articles on dealing with hoarders in Stratas, water wise lawns, how to register for a CRA business number, if stratas need Electrical Operating Permits and cyber security for strata councils, among other topics.





## Community Corner—Think Local First

### Think Local First Victoria: Building a Stronger Community, One Local Business at a Time

By: Mary Lou Newbold, President of Think Local First & CEO of Mayfair Optometric Clinic

#### What is *Think Local First*?

*Think Local First Victoria* is a non-profit society specifically dedicated to championing independent businesses in the Greater Victoria region. Starting out as *Shop Local Victoria* in 2012 with \$1,000 of seed money from the Downtown Victoria Business Association, the group rebranded in 2014 to *Think Local First* as they expanded to encompass more than retail stores.

Currently the society has over 130 members and includes service providers, nonprofits and health care professionals from all over the CRD as well as some of Victoria's most iconic storefronts.

Some members such as *Spinnakers*, *Mayfair Optometric Clinic*, *Wilson's Transportation Group*, *Monk Office*, and *Robinson's Outdoor Store* have been around since the very beginning, while other businesses such as *Fine Line Edits*, *Western Canada Security*, *Proline Management Ltd.*, and *Whisk* have joined in the last few years. *Think Local First* chapters are unique in that they are entirely run by enthusiastic volunteers who are also neighborhood business owners or representatives themselves.

#### Economic Benefits of Supporting Local Businesses

Locally owned businesses contribute an average of 66 cents of every dollar directly back into their communities whereas multinationals contribute as little as 11 cents<sup>1</sup>; to put those statistics another way, a 10 percent shift in shopping toward local businesses province-wide translates to the creation of 14,150 jobs and 4.3 billion dollars for BC's economy<sup>2</sup>.



#### Social Benefits of Supporting Local Businesses

Besides the benefits of providing jobs and fueling economic growth, people intuitively know that local businesses are the heart and soul of a community. They contribute to the social fabric by supporting local causes, sponsoring events, and fostering a sense of belonging. When you shop locally, you're not just buying a product or service; you're also investing in the community's well-being, ensuring that the special character of your neighborhood thrives. Additionally, local

## Community Corner—Think Local First

merchants and service providers are more likely to make environmentally friendly choices, and support other local sellers, reducing the overall carbon footprint and preserving our region's precious resources for future generations.

### What are the benefits of being a member of Think Local First?

One of the most valuable practical perks *TLF* provides is organizing numerous events throughout the year, such as monthly networking mixers, quarterly new member breakfasts, and the annual *Think Local First Week* which is typically leading to the holiday season. These events give members frequent chances to connect with other local leaders and share experiences, advice, encouragement, and resources. Members may also offer each other member-to-member discounts or choose to partner up to collaborate on co-op advertising opportunities.

The *Think Local First* website ([thinklocalvictoria.com](http://thinklocalvictoria.com)) has a comprehensive profile for each member business as well as a listing in their searchable directory to help you reach new markets and connect with valued clients and fellow *TLF Victoria* members. By joining and supporting *Think Local First*, individuals and companies can gain valuable business benefits and also contribute to sustaining a vibrant, diverse, and resilient local economy.

For more information about *Think Local First* please reach out.

[hello@thinklocalvictoria.com](mailto:hello@thinklocalvictoria.com) or [www.thinklocalvictoria.com](http://www.thinklocalvictoria.com)

1. 66 cents of every dollar spent at a small business stays local versus only 11 cents spent at a multinational retailer ([cfib-fcei.ca](http://cfib-fcei.ca))
2. The economic impact of supporting local businesses - BC Marketplace ([marketplacebc.ca](http://marketplacebc.ca))



## TOY DRIVE FOR CFAX SANTAS ANONYMOUS!



Proline is sponsoring a Victoria Royals hockey game  
in support of CFAx Santas Anonymous!  
Bring a toy to the game on Friday, December 13th and  
fill the Proline car with presents for local families  
while cheering on your Victoria Royals!



You can win tickets for the game through Think Local First.  
Follow TLF for chances to win fun prizes during Think Local First Week!

<https://chl.ca/whl-royals/>





## Bouquets & Such



Our new community members include 544 in Victoria, Boardwalk in Langford, Nest in downtown Victoria, One Bear Mountain in Langford (currently the tallest building in the city!) and Trailside 1371 on the shores of Langford Lake.

We're happy to welcome new team members Adrian Interian as the concierge at One Bear Mountain, Kieran Robertson in a co-op role, Danielle Torres and Braonain Masterton as Junior Software Developers, and Nathan Zadworny, Nicholas Rassenti and John Matautia as PM Trainees.

Did you know? We love team referrals! At last count, 16 of our team members have come to us through current or past employees, whether by friendships, council connections or work relationships. We're proud to be a place that people want to be and recommend to others!

### Bouquets

Our **Ming Wang** has been helping the **Anawim Companions Society** and received this bouquet: *Thank you so much for the kindness, care, and love that you give to us all here at Anawim... You are an amazing leader, colleague, friend, and teacher...*

**Victoria**, you are the best strata property manager we have ever had. From: **Eagle Ridge Estates Strata Council**

**Doug & Clayton Rutherford at DRTC Services** Every time I call, they're there within hours or days!

And because it's the season, here are a few **Thanksgiving Gratitudes from our team:** *Thankful for a warm home, good food & lots of friends; for working in a community that gathers together; for the people in my life who make me a better person; for my body always allowing me to go the distance; for having a warm bed & running water.*

Help us promote positivity and bring brightness to our community! Send your bouquet to [kathryn@prolinemanagement.com](mailto:kathryn@prolinemanagement.com) and we'll include it in the next Proline Pulse. Let's create something good together.

### Share with Us!

We love hearing how we can make a positive impact and continue to improve our services. **If you've had a positive experience, please take a few minutes to leave us a review and share your experience! Simply [click here](#) to provide a review.**

If you have specific feedback on things we can offer, change or improve, we REALLY want to hear about that, so we can learn and change! Please email Kathryn at [kathryn@prolinemanagement.com](mailto:kathryn@prolinemanagement.com). Thank you for helping us live and grow together.



REBELLIOUS  
OPTIMISM



WHOLEHEARTED  
TOGETHERNESS



INSIDIOUS  
JOY



RADICAL  
TRANSPARENCY



RELENTLESS  
INCREMENTALISM

## The Heart of the Business

### What to Do

By *Andy Spurling*



When I was a kid, I knew at least a few things for certain. My sisters were annoying. My parents were lovely but didn't really know anything. And that I had no idea what I wanted to be when I grew up. None. Not even a little bit. No inkling at all. Zero. Zilch. Nada. Seriously. And I really knew it. The "what do you want to be when you grow up?" question was always a source of some anxiety. Because my answer was always, "I don't know." And people were always surprised. And then had ideas about what I should want to be. But I knew I didn't want to be those things. Don't you want to be a firefighter or policeman? No. My parents thought it would make a lot of sense for me to be an orthodontist. But there was no way I would be travelling down that road. What about a teacher? Nope. A lawyer? You like to argue, so that could make sense. Uh-huh. That sounded really boring. And too adversarial for me. What was a small, shy kid that was really good at math going to do. Be a mathematician? Too esoteric. A physicist? You end up working for the military industrial complex. You might be wondering right now whether I was a bit of a

weird kid. I know I am wondering that writing this out. And I probably was. The cool thing (for me, anyways) about not knowing what I wanted to do was that it left me totally available to the types of opportunities that would present themselves as I approached adulthood. I have always loved change and challenge, so it ended up proving to be an ideal path for me.

After getting kicked out of biology class yet again for my "smart mouth", I was sitting in the hallway of our high school when I was approached by the history teacher. He asked me if I was taking his class in the next semester. I told him I was taking physics, instead. He said you can always do that at university later, so why not give history a try. I went to the office and made the change in my schedule. That moment was my first unexpected fork in the road as I ended up going on to study history in university. So much for maths... With a degree in history under my belt I found myself totally aimless and getting prepared for a year of travel and adventure to try and figure out what would be next for me. On a backpacking trip with a friend before heading out with my girlfriend at the time, my Dad and his friend found Spud and me on Sombrio Beach and let us know that Saara's dad has just died suddenly and I was needed at home. All of a sudden my lack of





## The Heart of the Business

direction felt irresponsible. Uncomfortable. Unreasonable. There was an LSAT exam scheduled for Victoria in a month's time, just before heading off on an adventure. So I wrote the exam, did well and applied for a few law schools while I was away.

I got into law school in Toronto and decided I would go to school in a city I was sure I would hate, having never been there. But I had heard from many other Victoria friends, who had also never been there, that it was awful. Or so they had heard from someone that might have been there. Not being at all committed to the idea, I decided I would try a year there and leave if I wasn't into the legal education. I ended up really enjoying it and finding myself practicing corporate law on Wall Street and Bay Street in a world I didn't even know existed before I was asked to join it. That world grew tiresome quickly and an important mentor to me suggested I join him at Bell Canada. So I found myself in a mega-corporation doing interesting, but sometimes troubling, work. As a somewhat carefree (careless?!) person, I soon found myself with a baby on the way with a woman I had just met. And then we found ourselves feeling isolated in a world with no friends or families with kids. So we decided to move back to Victoria. And I talked to my parents about trying out a job at Proline to see how that might go. I moved back, joined what was now a family business, and loved it. A job in a company I never thought I would have a career in. Doing a job I thought I would never do. And back in a city I had convinced myself I would never live in again. And it felt right. Hard. Stressful. Maddening at times. But right. And here I am still doing it, 17 ½ years later. Reflecting on this winding path, I guess what I always wanted to be when I grew up was obvious. Though not at the time. And tough to give voice to given where I was at the time. And as I am about to write it, I also realize it will seem horribly cliché to some. But all I really wanted to be when I grew up was me. Not a me that fit some standard narrative, or my parents' or peers' wishes for me. And by staying open and available to the opportunities presented to me, rather than trying to force some

stereotypical path, I feel like I get to be that. Just me. Weird, shy me. In an organization that is proudly trying to create an environment that invites others to do the same. That's what I wanted to be when I grew up...

